

**New England Gas Company**  
**Abandoned Call Percentage**

	<u>1999/2000</u>	<u>2000/2001</u>	<u>2001/2002</u>	<u>2002/2003</u>
July	14.8%	16.9%	20.5%	3.4%
August	19.9	21.4	23.7	5.6
September	17.3	15.4	23.8	5.8
October	21.8	21.2	30.7	10.5
November	17.6	15.3	18.3	7.7
December	9.5	11.0	12.6	-
January	11.9	11.9	5.5	-
February	14.2	6.6	2.5	-
March	15.0	7.4	1.9	-
April	12.9	9.1	2.1	-
May	21.0	22.5	2.4	-
June	23.6	12.6	2.4	-
Average Annual	16.6%	14.3%	12.2%	

SOURCE: Company's Direct Testimony, Attachment SQP-3, pages 2-4.

**New England Gas Company**  
**Call Center Volumes**  
**(000's)**

	<u>1999/2000</u>	<u>2000/2001</u>	<u>2001/2002</u>	<u>2002/2003</u>
July	37	38	48	41
August	39	43	52	39
September	40	45	49	40
October	48	52	65	58
November	38	44	43	39
December	35	38	34	-
January	40	50	40	-
February	38	38	36	-
March	43	44	37	-
April	39	43	43	-
May	50	60	41	-
June	46	46	38	-
Average Annual	41	45	44	

SOURCE: Company's Direct Testimony, Attachment SQP-3, pages 2-4.

**New England Gas Company**  
**Call Center Statistic 2001/2002**

	<u>Total Calls</u> <u>(000's)</u>	<u>Abandoned</u> <u>Calls</u>	<u>Answered in</u> <u>60 Seconds</u>
July	48	20.5%	36.0%
August	52	23.7	27.7
September	49	23.8	25.9
October	65	30.7	18.8
November	43	18.3	35.4
December	34	12.6	51.4
January	40	5.5	75.7
February	36	2.5	87.6
March	37	1.9	90.3
April	43	2.1	90.2
May	41	2.4	89.0
June	38	2.4	89.8
Average Annual	44	12.2%	59.8%

SOURCE: Company's Direct Testimony, Attachment SQP-3, pages 2-4.

**New England Gas Company**  
**Historical Quarterly Performance**

<u>Quarter</u>	<u>60 Sec. ASA</u>	<u>Abandoned Calls</u>	<u>Meter Reads</u>	<u>Service Appointments</u>
July-September 1999	- %	17.3%	- %	- %
October-December	-	16.3	-	-
January-March 2000	-	13.7	92.8	-
April-June	-	19.2	87.4	-
July-September	-	17.9	93.4	96.4
October-December	-	15.8	94.0	96.1
January-March 2001	-	8.6	94.2	97.1
April-June	-	14.7	95.3	97.7
July-September	29.9	22.7	94.3	98.1
October-December	35.2	20.5	94.5	96.6
January-March 2002	84.5	3.3	94.8	97.4
April-June	89.7	2.3	94.7	97.9
July-September	84.0	4.9	95.0	98.9
Average	64.7%	13.6%	93.7%	97.4%
Benchmark	60.0%	20.0%	94.0%	95.0%

SOURCE: Company's Direct Testimony, Attachment SQP-3, pages 2-4 and supplemental data concerning July through November 2002 performance.

**New England Gas Company**  
**Leak Response Data**

	<u>Business Hours</u>		<u>Non-Business Hours</u>	
	<u>Calls</u>	<u>Percentage</u>	<u>Calls</u>	<u>Percentage</u>
July-September 2001	430	82.0%	275	83.5%
October-December	579	84.5	398	89.8
January-March 2002	416	80.3	379	84.2
April-June	423	85.4	256	87.5
July-September	439	89.8	299	91.2
Averages	458	84.4%	321	87.2%
Benchmark		80.0%		80.0%

SOURCE: Company's Direct Testimony, Attachment SQP-3, page 4 and supplemental data concerning July through November 2002 performance.

**New England Gas Company**  
**Quarterly Service Benchmarks**

	<u>Company Annual</u>	<u>1<sup>st</sup> Year</u>	<u>Alternative Quarterly 2<sup>nd</sup> Year</u>	<u>3<sup>rd</sup> Year</u>
Average Speed of Answer	54.2%	60%	70%	80%
Abandoned Call Rate	16.8%	20%	15%	10%
On Cycle Meter Reads	94.3%	94%	94%	94%
Periodic Meter Testing	-	15,000 annual benchmark		
Customer Requested Tests	73.5%	90%	90%	90%
Service Appointments – Met	96.6%	95%	95%	95%
Leak Calls – Business	79.8%	80%	85%	90%
Leak Calls – Non-Business	82.1%	80%	85%	90%

SOURCE: Company's Direct Testimony, Attachment SQP-3, pages 2-4, supplemental data concerning July through November 2002 performance, and Kaufmann Testimony, page 32.

**New England Gas Company**  
**Proposed Penalty Weighting**

	<u>Weighting</u>	<u>Penalties</u> (000's)
Speed of Answer	12%	\$ 15
Abandoned Calls	<u>12</u>	<u>15</u>
Total Call Center	24%	\$ 30
On Cycle Meter Reads	8%	\$ 10
Periodic Testing*	8	10
Customer Meter Tests	<u>8%</u>	<u>10</u>
Total Meter Related	24%	\$ 30
Service Appointments	20%	\$ 25
Leak Calls – Business	16%	\$ 20
Leak Calls – Non-Business	<u>16</u>	<u>20</u>
Total Safety	32%	\$ 40
Totals	100%	\$125

\*Note that periodic testing would be only imposed as an annual penalty of \$40,000.